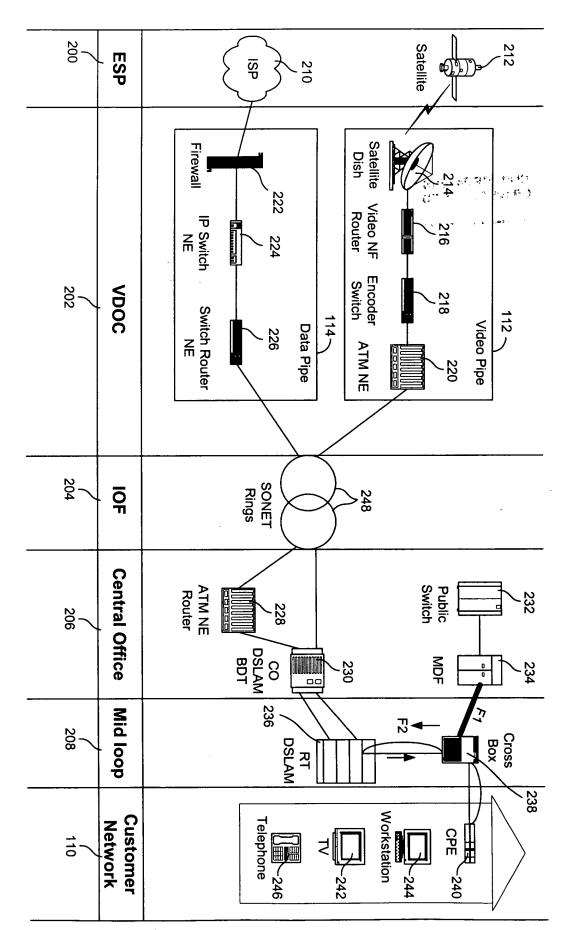
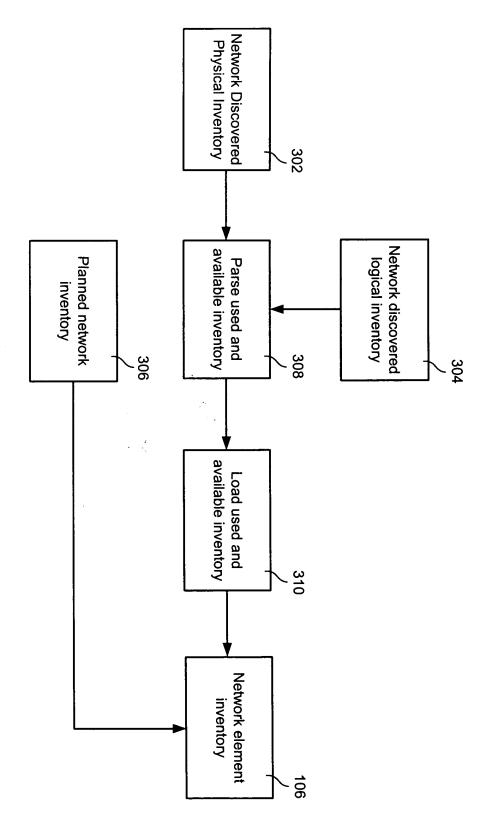


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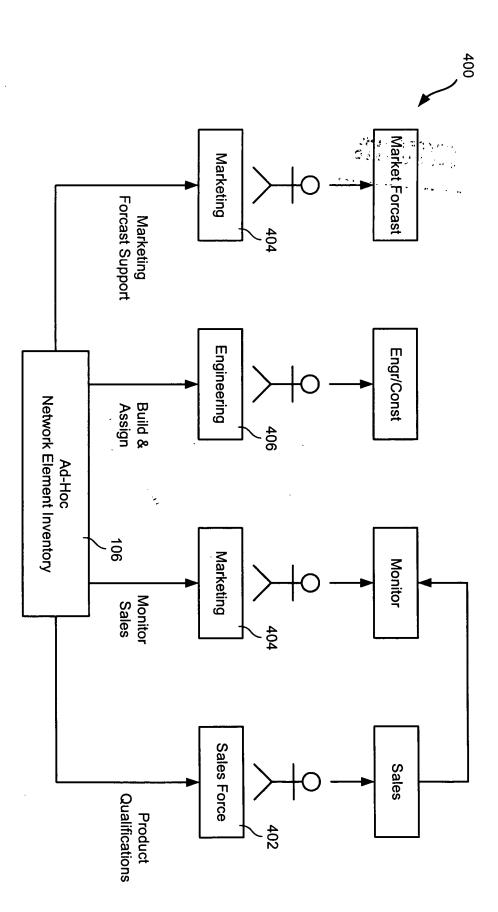


FIG. 4a

Held Orders Marketing Forecast Engineering Operation System Logical and physical changes and additions document to network element inventory

FIG. 4b

THE RESERVE

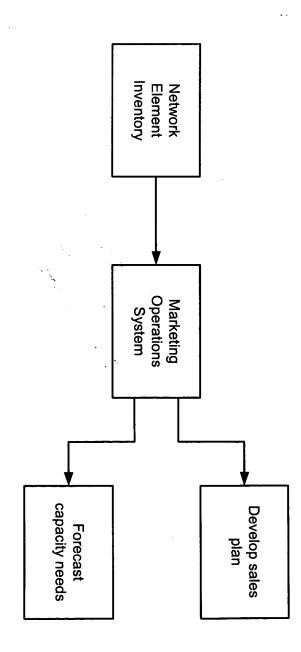


FIG. 4c

Customer requests service available facilities Sales Consultant checks for Facilities available Facilities not available Inform customer Process order service not for service available

IG. 4d

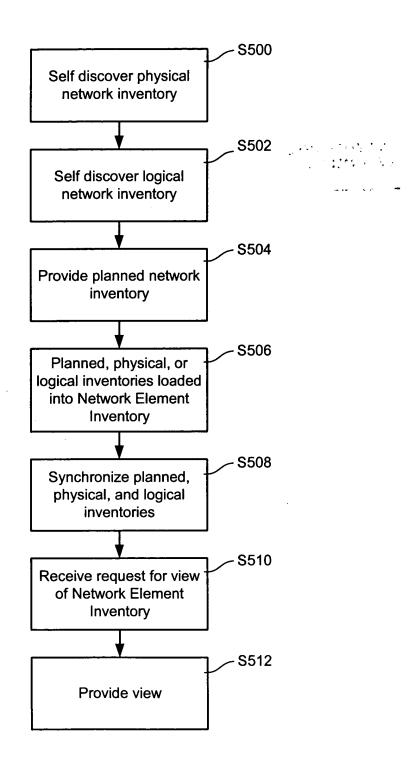


FIG. 5

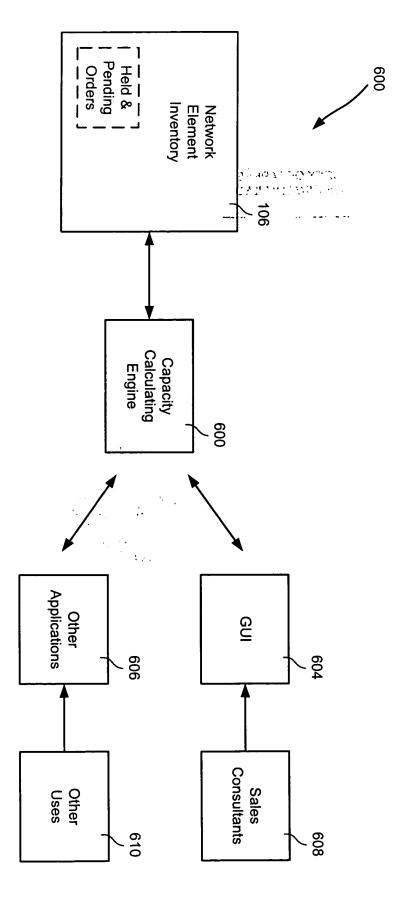


FIG. 6

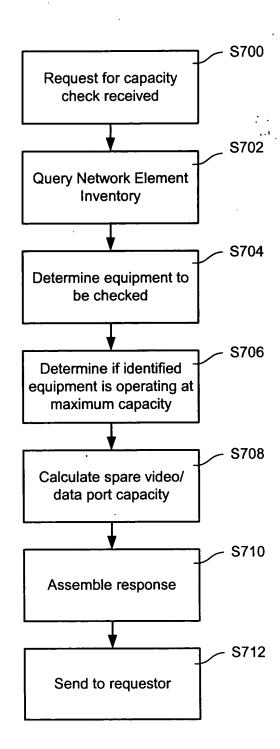


FIG. 7

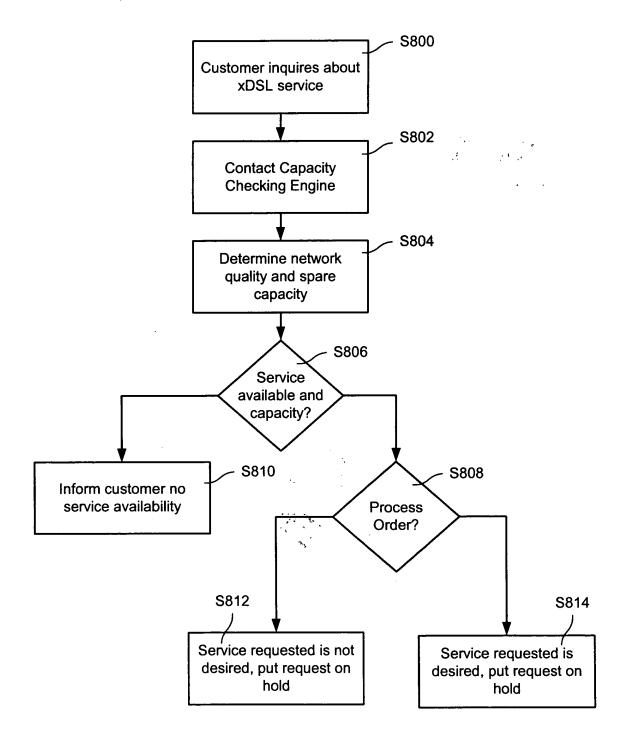


FIG. 8